



Deborah Fasciano
Compliance - Government and Regulatory Affairs
6980 Pittsford-Palmyra Rd.
Fairport, NY 14450
Phone 585 777-5823
Deborah.fasciano@ftr.com

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SC PUBLIC SERVICE
COMMISSION

October 21, 2014

Mr. James M. McDaniel
Program Manager for Telecommunications
State of South Carolina
Office of Regulatory Staff
1401 Main Street, Suite 900
Columbia, SC 29201

RE: Frontier Communications of the Carolinas, Inc. – 3rd Quarter Service Quality Report 2014

Dear Mr. McDaniel:

Attached you will find a summary of service indexes for the 3rd quarter services provided by Frontier Communications of the Carolinas Inc, f/k/a New Communications of the Carolinas. All results are in compliance with the South Carolina Public Service Commission's objectives with the exception of:

Percent OOS cleared within 24 hours

Rainfall continues to be above normal causing an increase in trouble tickets. Preventative maintenance remains a focus for Frontier. Approximately 300 hours of preventative maintenance work was logged during the third quarter. Frontier is also changing out wholesale battery plants that will help relieve overall trouble ticket volume as well as mean time to repair when there are copper troubles. Training and meter work will be ongoing as the team learns to use the gear to its potential.

Percent Repair Calls Answered W/I 20 Seconds

Repair calls increased 16.9% over 2nd quarter due to weather events and outages. In order to meet the service objective, the call center has hired additional staff and improved efficiency by addressing schedule optimization to call volume distribution along with tour adjustments and increased overtime.

If you have any questions or concerns, please do not hesitate to contact me at: 585-777-5823.

Sincerely,

Deborah Fasciano
Frontier Communications

Enclosure

Cc: Jocelyn Boyd, Chief Clerk/Administrator – PSC
Christopher Rozycki, ORS

Frontier Communications of the Carolinas Inc.
South Carolina
January to December 2014

Objective	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation												
Held Prim Svc Ords Over 30 Days	none	0	0	0	0	0	0	0	0	0	0	0
Held Regrade Ords Over 30 Days	none	0	0	0	0	0	0	0	0	0	0	0
% Regular Svc Install W/I 5 Days	85%	99.7	99.5	99.6	99.7	99.9	99.8	99.4	100.0	99.6		
Service Ord Commitments Met	85%	97.5	96.0	94.9	97.7	97.7	97.0	97.0	97.2	94.4		
Maintenance												
% OOS cleared within 24 Hours	85%	64.7	60.2	55.6	56.6	63.1	55.9	44.5	41.6	37.9		
Service Response												
%Dial Tone W/I 3 Seconds	95%	99.99	99.99	99.98	99.98	99.99	99.99	99.97	99.94	99.99		
% Repair Calls Ans W/I 20 Seconds	90%	76.7	80.9	82.3	81.6	75.9	62.3	54.2	58.8	82.1		
% Toll/Opr Asst Calls Ans W/I 10 Sec	90%	98.1	99.1	98.8	97.3	96.0	94.8	92.3	95.5	93.1		
DA Ans Time (% W/I 30 Seconds)	80%	96.2	94.8	94.2	93.6	95.2	96.5	96.1	96.6	94.7		
Switching / Central Office												
Total Access Lines (X 1000)	none	73	73	72	71	71	70	70	69	69		
Interofc Call Failure Rate	3%	0.04	0.03	0.04	0.25	0.01	0.04	0.22	0.11	0.09		
Intraofc Call Failure Rate	2%	0.02	0.00	0.00	0.00	0.00	0.02	0.02	0.03	0.00		
Cust Ntwk Trbl/100 Lines	7.0	1.35	1.87	1.20	1.29	1.70	1.89	1.97	1.92	1.46		